

INSIDE



Digital Content Expands

The cataloging-in-publication program is training new teleworkers to process e-books, leading to a rise in content available to researchers.

PAGE 3

Phased Reopening Planned

Library facilities will be reopened methodically based on local conditions, and not all services will be restored right away.

PAGE 4

LOC, By the Numbers

The Library added nearly 2.2 million items to the collections last fiscal year, and staff responded to 979,000 reference requests.

PAGE 5



Q&A: Katherine McCann

The reference librarian in the Hispanic Division discusses her career and her work on the Handbook of Latin American Studies.

PAGE 6



OCIO engineers optimize network configurations in the Madison Building data center as part of the OCIO's Data Center Transformation Program.

Office of the Chief Information Officer

Library's IT Infrastructure Withstands Pandemic Stress Test

Years of hard work and some quick thinking enabled a massive expansion of telework.

BY SAHAR KAZMI

Over the last several years, the Library has invested heavily in stabilizing, optimizing and modernizing its information technology infrastructure. Now, with the COVID-19 pandemic and expanded telework, we are testing our IT infrastructure and systems at a scale never before imagined. And the proof, as they say, is in the pudding.

Practically overnight, the Library's virtual private network (VPN) – through which most users connect remotely – absorbed an 800 percent increase in daily traffic. Bandwidth-intensive virtual collaboration tools, like Skype for Business and Webex, took over for everything from water-cooler chats to

meetings of entire service units. And demand for remote tools like Outlook's web interface (OWA), mobile data and telephone-forwarding skyrocketed.

"As nearly 4,000 Library employees and contractors log on from home every day now, the years of hard work the Office of the Chief Information Officer (OCIO) has put into the Library's IT infrastructure, with the continued support of Congress and Library service units, is paying dividends," said Bud Barton, the Library's chief information officer.

Of course, maximizing the network's ability to support a dispersed workforce has also required some swift adjustments

IT, CONTINUED ON 7

DONATED TIME

The following employees have satisfied eligibility requirements to receive leave donations from other staff members. Contact Lisa Davis at (202) 707-0033.

Craig Andrews
Sharif Adenan
Lynette Brown
Eric Clark

Sharron Jones
Terri Harris-Wandix
Donna Williams

STAFF INNOVATOR APPLICATIONS INVITED

Library Collections and Services Group (LCSG) staff, including in the Law Library and Library Services, are invited to apply for a 120-day detail as a staff innovator, a pilot initiative of LCSG and LC Labs. The detailee will design and execute a project that takes an innovative approach to a Library collection, workflow or service.

Apply by May 29: <https://go.usa.gov/xvEak>

Questions? Contact Eileen Jakeway of LC Labs at ejakeway@loc.gov.

AMERICA DURING THE PANDEMIC

May 21, 7 p.m.

<https://www.youtube.com/loc>

Bestselling historian and Harvard professor Jill Lepore will speak with John Haskell, director of the Library's John W. Kluge Center, about how the COVID-19 coronavirus pandemic and our reaction to it say something very real about America in this moment that will be reflected in the historical record.

WEEKLY VIRTUAL SUPPORT GROUP LAUNCHES

The Employee Assistance Program has started a virtual support group on Webex for Library staff. Half-hour sessions take place on Thursdays at noon and cover uncertainty and stress arising from the COVID-19 coronavirus pandemic, strengthening support networks during social distancing and talking to children about the pandemic.

Join at <https://bit.ly/35uLbNa> using the meeting access code 901-990-307, or join by phone at (510) 210-8882 using the same access code. No registration is required.

Questions? Call (202) 707-6389, option 3, Mondays through Thursdays from 9:30 a.m. to 3 p.m. or (800) 869-0276 at other times.

CFC SPECIAL PANDEMIC SOLICITATION

The Office of Personnel Management has authorized launch of a Combined Federal Campaign (CFC) special solicitation to allow federal employees and retirees to make a supplemental donation to CFC charities during the COVID-19 coronavirus pandemic. To donate, visit the CFC online portal (<https://go.usa.gov/xvdf3>) now through June 30. An FAQ document (<https://go.usa.gov/xvdfy>) provides details about the initiative.

Questions? Contact Tonya Dorsey (tdor@loc.gov), the Library's CFC program manager.

GAZETTE

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MISSION OF THE LIBRARY OF CONGRESS

The Library's central mission is to engage, inspire and inform Congress and the American people with a universal and enduring source of knowledge and creativity.

ABOUT THE GAZETTE

An official publication of the Library of Congress, The Gazette encourages Library managers and staff to submit articles and photographs of general interest. Submissions will be edited to convey the most necessary information.

Back issues of The Gazette in print are available in the Communications Office, LM 143. Electronic archived issues and a color PDF file of the current issue are available online at loc.gov/staff/gazette.

GAZETTE WELCOMES LETTERS FROM STAFF

Staff members are invited to use the Gazette for lively and thoughtful debate relevant to Library issues. Letters must be signed by the author, whose place of work and telephone extension should be included so we can verify authorship. If a letter calls for management response, an explanation of a policy or actions or clarification of fact, we will ask for management response.—Ed.

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GAZETTE DEADLINES

The deadline for editorial copy for the May 29 Gazette is Wednesday, May 20.

Email editorial copy and letters to the editor to mhartsell@loc.gov and wmal@loc.gov.

To promote events through the Library's online calendar (www.loc.gov/loc/events) and the Gazette Calendar, email event and contact information to calendar@loc.gov by 9 a.m. Monday of the week of publication.

Boxed announcements should be submitted electronically (text files) by 9 a.m. Monday the week of publication to mhartsell@loc.gov and wmal@loc.gov.

**Read the Gazette in color
at loc.gov/staff/gazette**

Teleworkers Expand Access to Digital Content

The cataloging-in-publication program is training new teleworkers to process e-books.

BY WENDI A. MALONEY

The COVID-19 coronavirus pandemic has inspired plenty of creative approaches to moving the Library's mission forward under exceptional circumstances: Since March 16, staff who can work remotely have been required to do so to reduce the virus' transmission.

But the Cataloging in Publication (CIP) and Dewey Section has managed not only to keep most of its own staff fully occupied during expanded telework – it's also trained staff from beyond its program on projects to make more of the Library's digital content available to researchers.

"These projects are a very successful element of the Library's pandemic response," said Caroline Saccucci, the section's head.

The Library's CIP program – located in the Acquisitions and Bibliographic Access Directorate (ABA) – supports libraries nationwide by cataloging books in advance of publication. Months before a book goes to print, publishers apply to CIP to receive the familiar block of data that appears on the verso of a book's title page – details such as the book's author, title, subjects and International Standard Book Number.

The CIP team in Saccucci's section provides the information to the publishers as well as libraries and book vendors, which helps get the word out about new books. For e-books published simultaneously with print books, metadata are generated. In return, the publishers submit published titles to the Library.

Under normal operations, the team accepts publishers' requests in its online PrePub Book Link (PPBL) system, distributes them to catalogers for processing and checks books in when they arrive at the Library. The team also coordinates with partner institutions, mostly academic libraries, authorized to use PPBL from outside the Library to create CIP records.

In fiscal 2019, the CIP program created more than 53,000 print and e-book records and checked in more than 67,000 print books and over 50,000 e-books.

The online nature of the program's workflow, aside from check-in of print books, was an attribute when the pandemic broke out, Saccucci said.

CIP staff with Library-issued laptops have continued to process requests as usual during telework. "There's been only a slight decrease," Saccucci said. "There's still plenty of work."

What's new is that other ABA staff are now also contributing to the workflow. After other ABA supervisors alerted Saccucci that catalogers who do not typically create CIP records needed telework, her team quickly created training videos and instructions.

One creative workaround allows catalogers without Library laptops to access PPBL on their personal computers using the software partner institutions rely on.

Other projects are expanding access to collections, namely, previously unprocessed e-books. "Until now, any work related to the CIP ebooks program was largely limited to CIP program staff as time allowed," Saccucci said.

E-books come to CIP when publishers submit requests. But some publishers have forwarded their entire catalog of e-books – beyond the titles included in their requests – adding to a backlog of unprocessed e-book titles.



Camilla Williams

Librarian Camilla Williams does cataloging-in-publication work from her home in April.

Over the past year, Camilla Williams, a CIP librarian, developed a workflow using cataloging software to "clone" print records to create e-book records. To open the process more widely during the pandemic, she recorded videos and created documentation for ABA colleagues.

Once bibliographic records are complete, the e-books are made available in Stacks, the system the Library uses to provide access to digital content on-site at the Library. "We are already starting to see an uptick in the number of e-books ready to load into Stacks," Saccucci said.

Technicians across ABA are also being trained to verify that newly incoming e-books match the bibliographic records made for them, after which those titles also proceed to Stacks.

Expanding access to content is "its own massive, exciting goal," Saccucci said. For staff, another advantage is professional development.

"It has all kinds of benefits," she concluded of the project. "I'm really thrilled to be part of it." ■

Library to Reopen in Phases Based on Local Conditions

COVID-19 mitigation varies across the region where Library facilities are located.

A long and methodical process is envisioned for reopening the Library, and not all services will be restored right away. Library leaders announced last week. The institution's "first and foremost" concern is protecting the health and safety of staff by mitigating the risk of transmission of COVID-19 on the Library's campus.

Library working groups, in collaboration with the Health Services Division (HSD), are now developing plans for a phased reopening to begin with a small percentage of staff responsible for high-priority work requiring access to Library buildings. When this first phase begins, however, has yet to be determined and depends on local conditions.

The District of Columbia, Maryland and Virginia have had different levels of success in reducing the spread of COVID-19. Because the Library has facilities in all three jurisdictions, restoration of services will differ across the region. For example, the area surrounding Culpeper, Virginia, where the Library's Packard Campus is located, has experienced significantly fewer cases of COVID-19.

All staff, however, no matter their location, will be expected to observe social distancing, wear masks or cloth face coverings (<https://go.usa.gov/xvstv>) and keep their work spaces clean when they return.

Transition from the first phase of re-entry to subsequent phases will depend on consistent, uninterrupted downward trends in new COVID-19 cases, declining hospitalizations and deaths and increased testing capacity in the community. If new surges in infections occur during the reopening process, the

Library will re-evaluate its operating status and possibly reduce the presence of staff on-site.

Also last week, the Library announced that leave under the Families First Coronavirus Act (FFCRA) will replace the administrative leave the Library extended to staff in March and April to address coronavirus-related caregiving responsibilities.

FFCRA provides staff with up to 80 hours of sick leave beyond what they regularly accrue to use for caregiving as described in a special announcement (<https://go.usa.gov/xvsza>) released last week. It also includes up to 80 hours of additional sick leave for staff who cannot work or telework because they have symptoms of COVID-19 or are in quarantine. Under the FFCRA, staff can use the 80 hours across pay periods in a way that works best for them.

Last week was also Public Service Recognition Week, and Librarian of Congress Carla Hayden thanked staff on May 7 for their service during her weekly video address (<https://bit.ly/2zu2jHb>). "You are the perfect examples of what hard work and dedication can do in service of others," she said.

The video featured staff from across the Library speaking about how their work ties into the Library's public-service mission and gives meaning to their lives.

As of May 15, 3 new cases of COVID-19 were reported to HSD. The total number of staff cases reported is now 36. Twenty-seven of these staff members have recovered; 9 still have symptoms or are in isolation or quarantine. Contract tracing has been done for the newly reported cases, and three primary contacts have been identified.

HSD is communicating with all staff members who become ill. In cases in which ill individuals were present in Library buildings, HSD is also notifying their close work contacts and cleaning and disinfecting the areas affected. The same process is being followed when contractors in Library buildings become ill.

More information is available about the Library's response to the pandemic on the coronavirus intranet page (<https://go.usa.gov/xdTV5>) and on the public-facing staff page the Library created (<https://go.usa.gov/xdTVQ>) to assist those without access to the Library's network ■

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The Library of Congress, By the Numbers

The Library of Congress is both the nation's library and the largest library in the world, with collections that chronicle centuries of human creativity and achievement.

In fiscal 2019, those already-vast collections grew by nearly 2.2 million items through purchase, gift, exchange or transfer from other government agencies, according to figures compiled for the Library's annual report.

The additions brought the total number of items in Library collections to 170,118,152, encompassing virtually all formats, languages and subjects.

The fiscal year was a busy one for the 3,210 permanent staff members employed by the institution during the 12-month period from October 2018 through September 2019.

Collectively, Library staff members responded to more than 979,000 reference requests from Congress, the public and other federal agencies, a figure that includes direct use of Congressional Research Service reports.

Staff welcomed nearly 1.9 million on-site visitors to the Library's Capitol Hill campus and recorded more than 119.2 million visits and 520.8 million page views on the institution's various web proper-

ties. And they circulated more than 1.04 million physical items for use in and outside the Library.

The U.S. Copyright Office issued more than 547,000 registrations and recorded 12,550 documents containing 457,731 titles.

The National Library Service for the Blind and Print Disabled and its network of state and local libraries circulated more than 21.8 million braille, audio and large-print items to patrons.

The Preservation Directorate performed some 10.4 million preservation actions on items in the Library's constantly growing physical collections.

At the close of the fiscal year, the Library's holdings of more than 170.1 million items encompassed the largest rare book collection in North America and the world's largest collections of legal materials, films, maps, sheet music and sound recordings.

That overall figure includes:

- 24,863,177 cataloged books in the Library of Congress classification system.
- 15,039,990 items in the nonclassified print collections, including books in large type and raised characters, books printed before 1501, monographs and serials,



Shawn Miller

music, bound newspapers, pamphlets, technical reports and other printed material.

- 130,214,985 items in the non-classified (special) collections, including 73,908,819 manuscripts; 4,158,585 audio materials such as discs, tapes, talking books and other recorded formats; 5,617,774 maps; 17,376,100 microforms; 1,849,175 moving images; 8,135,588 items of sheet music; and 2,018,383 other (including machine-readable) items.

It also includes 17,075,339 visual materials, consisting of 14,840,703 photographs, 109,796 posters; 685,938 prints and drawings; and 1,438,902 broadsides, photocopies, nonpictorial material and other items.

Fiscal Year 2019 statistics are available online at [loc.gov/about/general-information/](https://www.loc.gov/about/general-information/). ■

New Commission to Premiere Live Online

The Music Division will conclude a yearlong celebration of women performers and composers – coinciding with the centennial of women's suffrage – on May 28 at 7 p.m. with a special event: the world premiere of a Library-commissioned composition by Suzanne Farrin. Unlike premieres of other Library-commissioned works, Farrin's will take place not in the Coolidge Auditorium but entirely online.

The Library is cosponsoring the 90-minute program with the Inter-

national Contemporary Ensemble (ICE) and Portland Ovarations, a Maine-based concert presenter associated with Farrin. The program will take the audience through a virtual immersive experience in which Farrin's new composition, "Nacht," unfolds in a dreamy atmosphere focusing on notions of perception and listening.

The program will also feature a world premiere of Ashley Fure's "Interior Listening Protocol 1," paired with Olivier Messiaen's "Louange à l'Éternité de Jésus

for ondes Martenot"; discussions among Farrin, Fure and members of ICE; and excerpts from a documentary about the creation of "Nacht."

The Library's commission of "Nacht" was supported by the Carolyn Royall Just Fund.

RSVP for the free concert: <https://bit.ly/2ZaOjyi>

More information: www.loc.gov/concerts ■



Dan Mazurek

Katherine McCann

Katherine (Kaydee) McCann is a reference librarian in the Hispanic Division and humanities editor of the Handbook of Latin American Studies.

Tell us a little about your background.

I grew up in a small town in southern New Hampshire not far from the seacoast. At the time, residents had access to the local university library because there was no town library. I spent many happy hours there reading, paging through old Life magazines and listening to recordings of musicals.

I studied history at the College of the Holy Cross, where I had a work-study job in the lovely Dinand Library, and I spent my junior year studying in Madrid. After college, I attended a study program in Buenos Aires sponsored by the Organization of American States and then earned a master's degree in Latin American history at the University of California, San Diego. After working in publishing in the Boston area for several years, I took some time off to travel in Brazil. When I returned, I decided

to turn my love for libraries into a career. I earned a master's in library and information sciences from the University of Texas at Austin, where I had a job shelving books in the Benson Latin American Collection.

What brought you to the Library, and what do you do?

While I was at the University of Texas, I was accepted into the Library's Junior Fellows Program. With a group of interns, I worked on a serial and government documents arrears project in the Hispanic Division. It was a fascinating introduction to searching the Library's catalogs and stacks. I was fortunate to be in the right place at the right time when a position opened up on the Handbook of Latin American Studies (HLAS), a selective annotated bibliography compiled in the Hispanic Division since the 1930s.

Today, I manage the editorial production of the humanities volume of HLAS, overseeing the work of 70 contributing editors who review published works and write bibliographic essays for the handbook's print and online versions. By recommending book and journal titles, the editors are instrumental in building the Library's Latin American collections; through them, I learn about current research in the field. I'm also a recommending officer for the Hispanic Division, and I work on the reference desk in the Hispanic Reading Room.

How has the coronavirus pandemic changed your work?

In many ways, our work has remained the same. Right now, handbook staff are concentrating on editing the social sciences volume under the direction of my

colleague Tracy North. (There are two alternating volumes, and we pitch in on editing both, because we're a small staff.) My colleagues and I also continue to answer reference queries, create LibGuides, write blog and Facebook posts and carry out other projects. Although we're balancing home and work life, we've had an opportunity to focus deliberately on the finer details of our projects. And I think we're trying to be extra thoughtful about problem solving before making requests of our colleagues, while also being encouraging.

How are you adjusting generally to the new circumstances?

Generally well, I think. Before the pandemic, I had been teleworking once a week, like many of my colleagues, so the transition has been fairly smooth. We have access to the regular tools we use on a daily basis (cataloging software, the Library's electronic resources, and so on), and we're using Skype for staff meetings. I also have the incalculably valuable support of my telepups, Lola and Cosmo.

What do you enjoy doing outside work?

Right now, besides getting out with the pups and going for solo runs, I've been reading, trying new recipes, playing in a fierce Scrabble tournament – and I've taken up cross-stitch.

What is something your co-workers may not know about you?

They may not know I love doing trail races – getting out in the woods, running over rocks and roots and streams. Everything else falls away as you focus on every step. At its best, it's the pure joy of running. ■

HAVING TECHNICAL ISSUES?

It is important to report any technical issues you experience to the Office of the Chief Information Officer (OCIO). The OCIO service desk is staffed around the clock with technicians ready to help. Contact ocioservicedesk@loc.gov or (202) 707-7727.

OCIO has developed fact sheets and frequently asked questions to help teleworkers accomplish their work. They are available on the Library's public-facing web page (<https://go.usa.gov/xdTVQ>) in the technology resources section.

IT, CONTINUED FROM 1

behind the scenes. Once the Library transitioned into expanded telework as part of its pandemic response, “it was vital for OCIO to ensure robust, remote access to the critical business systems that allow staff to serve our mission to Congress and the public,” said Tim Daugherty, head of the IT Service Operations Directorate, which manages the Library’s IT infrastructure and hardware.

It’s been the job of the directorate’s Data Center Management Division and an interdisciplinary team of system engineers and other OCIO technical experts – dubbed the IT pandemic tiger team – to fine-tune the IT infrastructure to support telework and quickly address issues that arise for remote staff.

When the Library announced enhanced telework in March, the tiger team’s first order of business was expanding connectivity to address a surge in telework. Working with OCIO leaders and contracts management staff, the team rapidly increased the number of VPN licenses and boosted the data available for Library-issued iPhones and other mobile devices.

As the team mobilized essential services for expanded off-site operations, it also initiated continuous monitoring of the IT infrastructure to identify opportunities for improvement. And it brought together engineers from across OCIO – all of whom were by then working remotely themselves – to plan and implement changes to enhance the network’s ability to support the new working conditions.

“Work that would usually span weeks of planning, testing and implementation was completed in days,” Daugherty said.

One change effectively doubled the available bandwidth for telework. In early April, the tiger team worked overnight to balance traffic across the Library’s primary and backup internet connections. In a similar effort, the team migrated

the Library’s domain name system – the servers that direct web traffic to appropriate IP addresses – to a new, cloud-based service that not only improves the Library’s resilience for telework operations, but also better fortifies the network against cyberattacks. The team also expedited the integration of the Library’s email archive into OWA to better support staff logging on from personal computers.

As network engineers upgraded connectivity for staff behind the scenes, the voice communications team in Daugherty’s directorate worked with the Architect of the Capitol and the Library’s credit union, reading rooms and service units to transition their call centers to new virtual services, allowing operations to continue remotely. The team also added call forwarding for nearly a third of the Library’s workforce and established a special feature on the Library’s staff information line (202-707-0972) that allows recording of daily email messages sent to staff about the pandemic.

“Our teams have pulled together in a big way,” Daugherty said. “Not only have they remained committed to resolving the most urgent telework technology issues as they come up, they’ve continued to make steady progress on the Library’s existing mission-critical IT infrastructure projects.”

Among these projects, the ongoing Data Center Transformation Program is moving operations out of the outdated Madison data center. Between mid-March, when the pandemic response started, and the end of April, program staff migrated a dozen Library websites and seven applications off of legacy hardware, keeping the program on schedule for completion this year.

“OCIO’s mission is to ensure that the Library has the technology it needs,” said Barton. “I’m proud of all the hard work happening behind the curtain to ensure that everyone else across the Library can continue to meet their missions, too. We’re all in this together.” ■

REMEMBERING WORLD WAR II'S END



Shawn Miller

Five years ago this month, a vintage U.S. Navy reconnaissance aircraft flew over Capitol Hill as part of the Arsenal of Democracy World War II flyover marking the 70th anniversary of the Allied victory in Europe. The Veterans History Project is commemorating the 75th anniversary this year with a new “Experiencing War” feature (<https://go.usa.gov/xvwb7>).